



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

CHIEF, MENTAL HEALTH PROGRAM AND ADMINISTRATIVE SUPPORT

Class No. 004140

■ CLASSIFICATION PURPOSE

Under general direction, to direct and coordinate administrative and program support functions for the Adult and Children's Mental Health Divisions of the Health and Human Services Agency (HHSA); and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

The Chief, Mental Health Program and Administrative Support is a classified management class that reports to unclassified management. Positions are allocated only to HHSA, Mental Health Services. Incumbents are responsible for directing and coordinating administrative and program support for Adult and Children's Mental Health Services divisions. This class consists of two options:

1. Quality Improvement Option – Provides direct quality improvement activities for Adult Mental Health; and
2. Financial Management, Contract Administration and Data Management Option – Oversees budget and fiscal monitoring, personnel, provider contract procurement and maintenance, contract claims payments, data reporting, information technology coordination, and reimbursement compliance.

The Chief, Mental Health Program and Administrative Support is distinguished from the Administrative Services Manager series in that the latter does not require experience and specialized knowledge of the mental health system.

■ FUNCTIONS

The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

QUALITY IMPROVEMENT OPTION

Essential Functions:

1. Develops and directs continuous quality improvement programs; develops and implements program evaluation and performance monitoring programs for County and contracted Mental Health Services; develops and implements a compliance program for all payers such as Medicare and Medi-Cal.
2. Supervises, trains, reviews, and evaluates the work of employees assigned to the Adult Mental Health Quality Improvement Unit and the Medical Records Unit.
3. Assigns, coordinates, and reviews special projects and reports pertaining to mental health services.
4. Oversees medical records reviews, quality assurance, and utilization review activities pertaining to mental health services.
5. Directs the development of provider operation manuals and evaluation instruments for mental health programs.
6. Advises HHSA management on progress and status of reviews, performance audits, and quality improvement activities.
7. Develops techniques to analyze mental health programs or components for cost-effectiveness, efficiency, and adherence to federal, state, and local laws.
8. Ensures that mental health systems, mental health professional staff, and facility certification and licensing comply with administrative policies/procedures and federal, state and local regulations.
9. Makes presentations to members of the Mental Health Board and community groups.
10. Participates on task forces and committees regarding mental health quality improvement, compliance, and related activities.

11. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

FINANCIAL MANAGEMENT, CONTRACT ADMINISTRATION AND DATA MANAGEMENT OPTION

Essential Functions:

1. Develops multiple-year financial plans including the budget for Mental Health Services and mid-year change requests.
2. Develops and monitors performance objectives for the Mental Health Budget.
3. Monitors revenue generation and identifies opportunities for maximization.
4. Oversees on-going financial monitoring functions for mental health service programs.
5. Oversees contract administration functions for contracted mental health programs.
6. Supervises, trains, reviews, and evaluates the work of employees assigned to financial management, contract administration, data management and other administrative support functions .
7. Oversees the management, organization, and analysis of data; directs the development of ad hoc reports and standards using Mental Health client tracking and billing systems.
8. Coordinates and facilitates human resources functions for Mental Health Services, such as managing position control and tracking the status of requisitions and classification action requests.
9. Participates in contracting activities pertaining to management information systems for mental health services; participates and provides input in the planning processes for new or revised management information systems for mental health services.
10. Makes presentations to members of the Mental Health Board and community groups.
11. Serves as a member on task forces and committees and performs staff work; may facilitate task forces and committees.
12. Oversees facilities management projects for all buildings occupied by County-operated mental health services.
13. Participates in the administration of the County's Compliance Program and provides management support and oversight of Mental Health Services' specific compliance related activities.
14. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

■ KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Federal, state, and local regulations related to mental health programs and services, fiscal requirements, and administrative functions.
- Techniques used to monitor and evaluate mental health programs and service deliveries.
- Techniques used to manage budgets, contracts and data systems.
- Methods and techniques pertaining to data collection, analysis, and display.
- Principles of continuous quality improvement.
- Principles of program evaluation and performance monitoring.
- Policies and procedure development and implementation related to mental health service programs and services.
- Community groups and resources and their impact on mental health programs.
- Current trends in mental health programs, services, and models.
- Budgetary procedures and systems used to forecast, develop, analyze and monitor the cost, efficiency and efficacy of mental health programs.
- Contract procurement and administration.
- Principles, practices, and methods of supervision and training.
- Principles and theory of public administration including general administration, human resources management, financial management, fiscal management, and accounting.
- The General Management System in principle and in practice.
- County customer service objectives and strategies.
- Telephone, office, and on line etiquette.
- Basic operation of computers and database, word processing, and spreadsheet programs.

Skills and Abilities to:

- Plan, direct, organize, and coordinate the work of subordinate supervisors and professional staff in order to meet goals, objectives, and timelines.
- Review and evaluate the work of assigned staff and prepare performance evaluations that are fair and unbiased.
- Facilitate group discussions to identify program goals and design.
- Analyze and evaluate complex problems and issues and integrate solutions using available resources.
- Analyze, develop, and recommend changes in systems and policies on highly complex and sensitive issues.
- Effectively communicate when preparing executive level proposals, reports, correspondence, and other written documents.
- Effectively communicate when speaking to individuals or groups of persons.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.
- Use modern office equipment such as personal computers, printers, telephones, facsimiles, and copy machines.

■ EDUCATION/EXPERIENCE

Education, training and/or experience that demonstrate possession of knowledge, skills and abilities stated above. Examples of qualifying education/experience are:

1. A bachelor's degree from an accredited college or university in behavioral sciences, public administration, health and human services, public health, or a related field AND four (4) years of experience managing mental health services which must have included planning and directing performance monitoring activities, conducting program evaluations, and implementing quality improvement measures, OR,
2. A bachelor's degree in a behavioral science, public administration, health and human services, public health, or a related field AND four (4) years of experience managing mental health services which must have included performing administrative functions such as finance, budget, contract administration, and data management.

Note: The possession of a masters degree from an accredited college or university in behavioral sciences, public administration, health and human services, public health, or a related field can substitute for up to one (1) year of the experience requirement stated above.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers, copiers, telephones, cellular phones and other office equipment. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None required.

Working Conditions:

Work primarily takes place in an office environment, although work may take place in the field on an occasional basis. Work involves frequent exposure to computer screens. Incumbents may interact with clients who are severely disturbed and potentially violent and/or clients with a history of chronic mental illness and developmental disabilities as a dual diagnosis.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period:

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

New: November 9, 1999
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